

Global Supplier Quality Manual



DMS
DESIGN AND
MANUFACTURING
SERVICES

-  THAILAND
-  CHINA
-  JAPAN
-  DENMARK
-  AUSTRIA
-  SLOVAKIA
-  HUNGARY
-  SLOVENIA
-  CAMBODIA



Preface

This manual has been created to assist our suppliers in understanding the purchasing expectations and quality requirements for products supplied to the SVI Public Company Limited. The manual is also a tool to assist SVI Automotive in complying with the IATF 16949 and to develop our suppliers.

In order for SVI to maintain compliance to the ISO qualification respected, suppliers to SVI must achieve certification by an accredited certification body to a current version of the ISO 9001 Quality Management System (at minimum), or be able to demonstrate assessment and approval by a system audit made by SVI following the customer specific requirements to use suppliers without Quality Management system certification.

When circumstances dictate the requirements of this manual may be modified to comply with the requirements for the supply of Aerospace products. Additionally, suppliers of architectural parts and products shall be exempted from the ISO 9001 accreditation requirement.

Through implementation and adherence to the standards stated herein, SVI looks forward to a long and mutually beneficial relationship with our suppliers.

Table of Contents

| | |
|--|----|
| Preface | 2 |
| SECTION 1: INTRODUCTION | 5 |
| 1.1 Scope | 5 |
| 1.2 Purpose..... | 5 |
| 1.3 Application..... | 5 |
| 1.4 Implementation | 5 |
| SECTION 2: SVI EXPECTATIONS | 6 |
| 2.1 Engineering / Technical Support..... | 6 |
| 2.2 Manufacture Capability / Capacity / Location..... | 6 |
| 2.3 Consistent Quality..... | 6 |
| 2.4 On-Time Delivery | 6 |
| 2.5 Cooperative Management Attitude..... | 7 |
| 2.6 Rights of Verification of Products/Processes | 7 |
| SECTION 3: GENERAL SUPPLIER REQUIREMENTS | 7 |
| 3.1 Supplier Assessment and Selection | 7 |
| 3.2 Supplier Qualification and Management System | 7 |
| 3.3 Supplier Quotation Requests and Purchase Order | 8 |
| 3.4 Sub-Supplier Management..... | 8 |
| 3.5 Supplier Disqualification | 9 |
| SECTION 4: SUPPLIER QUALITY REQUIREMENTS | 9 |
| 4.1 Product Quality | 9 |
| 4.2 Supplier Monitoring | 9 |
| 4.3 Quality Planning (QAP/APQP)..... | 11 |
| 4.4 Handling of Non PPAP Approved Parts | 11 |
| 4.5 Production Part Approval Process (PPAP) – Automotive parts..... | 12 |
| 4.6 Serial Production Ramp up Inspection..... | 12 |
| 4.7 Continuous Improvements and Statistical Process Control (SPC)..... | 13 |
| 4.8 Process Records | 14 |
| 4.9 Non-Conforming Product Control..... | 14 |
| 4.10 Supplier Request for Change Approval | 15 |
| 4.11 Special Processes | 16 |
| 4.12 Product Traceability | 16 |
| 4.13 Tools & Gauges Labeling..... | 16 |

| | |
|---|----|
| SECTION 5: QUALITY CLAIMS HANDLING | 16 |
| 5.1 Counterfeit Parts..... | 16 |
| 5.2 Action & Improvements | 17 |
| 5.3 8D Problem Solving Method..... | 17 |
| 5.4 Failure Analysis Requirements | 18 |
| SECTION 6: REGULATORY COMPLIANCE | 18 |
| 6.1 REACH Compliance..... | 18 |
| 6.2 RoHs compliance | 18 |
| 6.3 Conflict of Minerals | 18 |
| 6.4 Material Safety (UL/CSA/ETL) | 19 |
| 6.5 Material Safety Data sheet (SDS) | 19 |
| 6.6 Certificate of Compliance and Analysis (COC/COA)..... | 19 |
| SECTION 7: PACKAGING, LABELING AND HANDING | 19 |
| 7.1 General requirement | 19 |
| 7.2 Special Labeling of Shipments | 20 |
| 7.3 Material Shelf Life Control | 20 |
| 7.4 Electro Static Discharge (ESD) Requirements..... | 20 |
| 7.5 Moisture Sensitive Device (MSD) Requirements..... | 20 |
| SECTION 8: COMPLIANCE AGREEMENT | 20 |
| 8.1 NDA | 20 |
| 8.2 Purchasing Agreement | 20 |
| 8.3 Supplier Quality Agreement (PCB) | 21 |
| 8.4 Supplier Code of Conduct | 21 |

SECTION 1: INTRODUCTION

1.1 Scope

This manual has been developed to communicate the operating principles, general expectations, requirements, and procedures of SVI Public Company Limited. Adherence to the guidelines described in this manual is required by all SVI suppliers. Acceptance of any and/or all purchase orders constitutes acceptance and commitment on behalf of the recipient to comply with this manual's content. This manual is provided as a supplement to, and does not replace or alter, any purchase agreement the general purchase conditions or requirements included in applicable engineering drawings, specifications and other contractual documents. This manual describes the minimum requirements for which the supplier has responsibility. However, system improvements that exceed the requirements specified within this manual are always encouraged.

1.2 Purpose

SVI Public Company Limited quality policy states, "Superior Service, Highest Quality". In order for this objective to be achieved, it is necessary that all functions within SVI organization and their business associates operate on the "Zero Defects" philosophy. We must both strive for a fundamental quality system that provides for continuous improvement in the quality of product, delivery and services. Emphasis should be on defect prevention and the reduction of variation and waste in the supply chain.

1.3 Application

The expectations and requirements described in this manual apply to all suppliers of serial or mass production products. Suppliers must meet all applicable requirements specified herein.

1.4 Implementation

Suppliers are responsible for the development, documentation, implementation, and maintenance of a quality system that complies with the ISO 9001. Suppliers are encouraged to comply to the quality management system standard ISO/IATF16949 or any new requirement related for automotive parts supply, and the environmental management system ISO 14001.

SECTION 2: SVI EXPECTATIONS

2.1 Engineering / Technical Support

SVI is dedicated to the manufacture of the highest quality products. In order to this objective to be achieved, all suppliers should offer engineering and technical support to SVI upon request.

2.2 Manufacture Capability / Capacity / Location

Suppliers are expected to have the resources necessary (people, property, facilities, equipment, and materials) to supply the products required to accommodate SVI's production schedule. This is a requirement to be able to be a preferred supplier to SVI.

2.3 Consistent Quality

Quality KPIs for Non-Automotive and Zero-defect for Automotive are required from suppliers to SVI products. Any deviation from this will result in rejection and return of the product to the supplier with subsequent charges attached. This is according to the general industry standard. Payment by SVI shall not constitute acceptance. Even after acceptance of a shipment, SVI reserves the right to return any material that proves to be defective for full credit. Defective material shall be returned at the supplier's expense and/or as per purchasing contract agreement or SVI's purchase order Terms & Conditions. Additional charges for sorting, administrative fees and other related costs (extra transport, end customer charges, etc.) will also be added.

2.4 On-Time Delivery

SVI requires all suppliers to provide 100% on-time delivery performance with the correct quantity and pricing agreed upon. Monitoring of performance levels in this area will be ongoing with formal reporting on a monthly basis and/or as per supplier rating period of 6 months. To further clarify this, we consider unauthorized early or late deliveries and partial or over shipments to be unacceptable. The quantity shipped per order or release cannot vary from specified quantity without the consent of the buyer agreement.

If a production line is shut down due to poor quality, late delivery, or incorrect quantity on any shipment, the supplier will be responsible for all costs incurred including expediting shipments or charges from SVI customers.

2.5 Cooperative Management Attitude

SVI expects our supplier's top management to share our commitment to meet or exceed our customer's quality expectations through continuous improvements. It is also expected that they will give their full support to the relationship that exists between our companies and demonstrate flexibility in assisting SVI in meeting all our customer's requirements.

The Supplier is required to maintain SVI a plant contact, who can be readily available to assist in solving problems relating to quality, delivery and other issues. Focus should be on continuous improvements.

2.6 Rights of Verification of Products/Processes

SVI reserves the right to verify the products on the supplier's premises by their representatives and our customer and/or their representative. This can be done by different kinds of audits and the supplier will be notified in a timely fashion.

SECTION 3: GENERAL SUPPLIER REQUIREMENTS

3.1 Supplier Assessment and Selection

SVI supply base will consist of organizations supportive of our business needs. SVI utilizes controlled methods through which suppliers are evaluated, selected, developed and monitored. Criteria for assessment and selection of suppliers for placement on SVI's Preferred Suppliers List is based on the supplier's abilities to meet our specific supplier requirements.

3.2 Supplier Qualification and Management System

Our suppliers are required to be certified to the ISO 9001 Quality Management System by an accredited 3rd party registration body. Suppliers are however encouraged to comply to IATF16949 Automotive Quality Management System for automotive products requirement (or be able to demonstrate assessment and approval by a system audit made by SVI following the customer specific requirements to use suppliers without Quality Management system certification. Supplier Quality System shall be formally documented, implemented and maintained to ensure that supplier's products conform to the identified purchase specifications, engineering or material specifications and/or contract

requirements. The system should be defined and documented in the supplier's own Quality Manual. This manual should be made available to SVI for review upon request.

3.3 Supplier Quotation Requests and Purchase Order

SVI will send suppliers Requests for Quote. It is suggested that the supplier acknowledges receipt of the request and associated relevant documentation within a reasonable timeframe.

An acknowledgement of receipt of purchase order within a maximum 24 hours is also required. Any deviation from due dates and quantities should be communicated in writing as part of the order acknowledgement. Lack of acknowledgement within the agreed time frame will constitute acceptance of terms specified on the purchase order.

3.4 Sub-Supplier Management

The supplier shall define expectations for each sub-supplier including;

- Support of APQP requirements for Automotive Product.
- Involvement in problem solving and corrective actions.

The supplier shall work with sub-suppliers in order to meet the requirements provided in this manual. Areas of emphasis include;

- Verification of purchased products
- Incoming product quality
- Sub-supplier monitoring
- Traceability Records

The supplier should collect objective data on the performance of its sub-suppliers. This data should be used to generate a performance ranking or scorecard. Performance metrics may include;

- Delivered product quality – Nonconforming Parts Per Million (PPM)
- Delivery schedule performance with incidents of premium freight
- Lead-time Improvement
- Major Disruptions
- Special status notifications from sub-supplier pertaining to quality or delivery issues

Continuous improvement activities should be driven by a sub-supplier's performance against such metrics. In some cases, sub-supplier performance monitoring may not be conducted due to the business, product or other quality considerations. The supplier may be required to notify SVI of such exception

3.5 Supplier Disqualification

If supplier performance degrades to the point that the supplier no longer meets the minimum criteria for their current Quality Status level, Delivery performance level, and pricing performance, the performance level shall be revoked, and the supplier will be downgraded to a level consistent with the performance deficiency.

This also applies to any Self Certificated supplier. If their performance degrades to the extent that Self Certification can no longer be relied on then their Self Quality Status should be revoked and they should be downgraded to a level consistent with the performance deficiency.

If a supplier shows no sign of improvement despite all that has been done to try to improve the situation then the supplier could be disqualified, and a new supplier introduced.

SECTION 4: SUPPLIER QUALITY REQUIREMENTS

4.1 Product Quality

Suppliers are fully responsible for the quality of their products including their sub-suppliers. Both are responsible for providing products that meet all SVI requirements, specifications, and drawings as identified on the purchase order and that the products are free from defects as general Purchasing Conditions. Zero-defect products are expected from all suppliers for automotive parts and above Quality KPIs for Non-automotive parts.

4.2 Supplier Monitoring

All supplier claims and performance shall be reported on a monthly/quarterly basis. Quality Department will present internal reports based on quality score card data (e.g. %LAR, In-line defects PPM and number of claims), while Sourcing department shall present supplier rating report every half year and follow up the suppliers that cannot meet our requirements. On a regular basis SVI will call these suppliers for meetings and will expect that the top management is involved and can show us their action plans to solve the problem. New Business Hold status will be raised based on the supplier's performance and their ability to solve the problems.

4.2.1 Supplier Quality Score card and KPIs:

| Criteria | KPIs | Score |
|-------------------------------|-------------------------------|-------|
| 1. Customer field failure | Zero | 10% |
| 2. Customer complain | Zero | 10% |
| 3. %LAR – Lot Acceptance Rate | 100% | 20% |
| 4. In line Dppm | <300 Mechanical < 100 PCBs | 15% |
| 5. Production line down | Zero | 15% |
| 6. SCAR response | 7 days | 10% |
| 7. MRB inventory | <14 days | 10% |
| 8. COPQ | Response | 10% |

4.2.1.1. Quality score with Action requirements

| Quality score | Action Required | Action Level | Method |
|---------------|---|---------------------|-----------------------------|
| 100 | No action require | All | Self-monitoring |
| 90 and above | Monitoring | All | Self-monitoring |
| 80 and above | Monthly Quality report | Engineering Manager | Email/Con-call |
| 70 and above | Weekly quality report | Engineering Manager | Conference call |
| 60 and above | Management Quality improvement | Management | Meeting Presentation at SVI |
| 50 and above | Management Quality improvement | Management | Meeting Presentation At SVI |
| lower than50 | Disqualify if continue longer than 6 months | Management | - |

4.2.2 Supplier Performance

4.2.1.2 Performance Rating

Supplier performance shall be evaluated 2 times in a year with Quality, On Time Delivery, Value Creation and Compliance.

Supplier classification and business focus shall be applied as the following:

| Classification | Score | Impact & Action |
|----------------|-------------|--|
| Excellent | 90% -100% | Increase spending |
| Good | 75% - 89.9% | Increase spending |
| Acceptable | 60% - 74.9% | Maintain spending |
| Improvement | 50% - 59.9% | 1.) Issue CAR. If not acceptable CAR within 2 weeks, then stop RFQ for 3 months. If still no performance improvement, stop RFQ immediately. 2.) Supplier have time improvement for 6 months. 3.) Customer controlled supplier- Customer will be formal notified for acknowledge and action recommendation define with customer signature/approval. |
| Disqualify | <50% | 1. Stop RFQ immediately and issue CAR 2. Supplier will be provided reasonable improvement for 3 months or upon agreement. 3. If within 3 months, supplier cannot improve for fail criteria, they'll be disqualified with replacement source. 4. Customer controlled supplier- Customer will be formal notified for acknowledge and action recommendation define with customer signature/approval. |

4.3 Quality Planning (QAP/APQP)

All suppliers are required to complete a QAP/APQP on all projects (new or changed parts) according to the provided time schedule, and report on the activity as requested. Any change in the time schedule needs to be approved by SVI. This process will be followed up by the responsible Sourcing commodity Engineer.

4.4 Handling of Non PPAP Approved Parts

If requested, for all deliveries of prototype, first off tool and pre series components, the supplier must provide an inspection report detailing:

- Five parts per batch : full 100% control on all characteristics (must be separately identified).

- The remaining parts: inspection of all key characteristics defined on the drawing, specification.
- Process flow
- Quality Control Plan
- Material specification
- RoHS certification and test report
- Reach certification and test report
- Packaging & Labelling
- Deviation if require.

4.5 Production Part Approval Process (PPAP) – Automotive parts.

The PPAP with all requested documentation and samples according to the APQP process shall be available or submitted on the agreed date. This documentation shall show that all requirements specified in our drawings and specifications are fulfilled.

The Interim approval shall specify what requirement the supplier cannot fulfill and an action plan showing how and when the part (e.g.: 100% sorting before shipping to SVI) or documentation will be according to specification. An interim approval is always restricted for a limited number of parts or time period.

SVI and Customer reserves the right to inspect these samples for conformance and will return a signed Warrant indicating whether it is approved to produce parts for serial production purposes. This report will be submitted to the Supplier. Shipping of serial production material is only allowed with an approved PSW (Part submission Warrant) by SVI and customer.

4.6 Serial Production Ramp up Inspection

At the Start of Production the Supplier is required to implement a reinforced inspection for an agreed period, produced number of parts or until all requirements regarding capability studies are fulfilled. This reinforced inspection plan must contain all key characteristics defined on the drawing as a minimum requirement and will require submission and approval by SVI and customer before the Start of Production. It must be submitted during the APQP process and is a part of the PPAP submission.

The reinforced inspection plan will be subject to the following rules;

- 100% inspection of all key characteristics based on the drawing requirements and/or non-conforming capability results.
- The production control plan frequency shall be doubled for all other characteristics.
- For appearance items 100% inspection shall be based on the approved Boundary and Master Samples.

4.7 Continuous Improvements and Statistical Process Control (SPC)

Continuous improvements in the quality of products and/or processes are important to be a preferred supplier to SVI. The supplier should maintain documented evidence of continuous improvement for review upon request by SVI's representative. One portion of any continuous improvement program should be the proper use of statistical methodologies. Statistical data shall be provided as required by the SVI representative, as identified by the respective engineering drawing, applicable specifications or standards, and/or the purchase order.

Critical Characteristics:

Designated critical characteristics shall be subject to continuous ongoing Statistical Process Control. Other characteristics may be called out for initial or continues ongoing SPC control.

Customers generally select special characteristics (dimensions, material) impacted by safety standards and/or critical to fit or function. Those are identified by symbols.

Capability Studies and Statistical Process Control shall be performed in accordance with the standard rule's requirement defined in the latest edition of the PPAP and SPC manuals.

On-going Control:

For critical or agreed characteristics where the process can be adjusted during the production run, SPC shall be used to control the process output. If nothing else is agreed the requirement on serial production capability is Min 1.33 Cpk and 1.67 for automotive parts.

4.8 Process Records

Process records shall be maintained and be available for SVI upon request. All records shall be retained for a time period of minimum 3 years after production end or for an agreed period of time.

As a minimum, during the production, the supplier shall maintain;

- Process change record
- Ongoing quality control records
- Production record

4.9 Non-Conforming Product Control

If a supplier's parts are found to be defective the supplier will be notified by SVI personnel to provide immediate containment and support to resolve the problem using the 8D format and Root Cause Analysis tools.

Almost serious concern is when a supplier product/process shuts down. Any condition causing line shutdown and late shipment warrants the supplier's immediate action to eliminate the condition. The supplier is responsible to address containment of the problem at their facility, parts in transit, parts in SVI stocks and at end customer(s).

If requested by SVI or a supplier hired third party company (can be directed by SVI) may send in a team to sort parts in-house at the supplier expense. If SVI must sort supplier parts in order to keep production supplied with defect free components, the Supplier will be charged for the sorting cost. This charge may be applied to both components and finished assemblies in which the components are used. If a supplier defect causes SVI's finished product to be reworked or scrapped, all charges incurred will be the responsibility of the supplier. All other related costs will be charged to the supplier including eventual costs from SVI customer.

If the supplier cannot implement a permanent corrective action to supply good product quality meet the target to SVI and problems continue, SVI will implement Quality Improvement Plan. This is a containment process that will be implemented until the supplier has shown their ability to ship defect-free material on a continuous basis.

A SVI representative will follow up the containment actions. If another defect is discovered within this containment period and no significant improvement plan been provided, then New Business on Hold shall be applied. The QIP process is not designed to penalize our supplier, the purpose is to prevent any non-conforming part to be delivered to SVI and to assist our supplier's efforts to achieve Quality KPIs with good quality service provided.

If a supplier detects non-conforming product prior to shipment to SVI, the supplier must immediately determine the extent of the problem and take action to correct the problem. If suspect material has been shipped, the supplier must notify SVI and implement all necessary actions to prevent the material being used in SVI production line and/or ship to customer.

Supplier Quality feedback and report will be distributed to the supplier when defective material has been found, initial response with initial containment must be completed and returned latest within 24 hours, long-term actions must be defined and reported within 10 working days unless otherwise agreed. The supplier is expected to implement all necessary actions to close the 8D report within 30 working days unless otherwise agreed.

The supplier will be notified if any aspect of the 8D report is not acceptable and will be required to resubmit the updated report in a timely fashion.

A Supplier complaint may also be issued for other reasons. Some examples include, but are not limited to;

1. Repeated early or late delivery, or late delivery without prior notification.
2. Repeated over/under shipments.
3. Incorrect items sent.
4. Inadequate or incorrect containers/packaging received without authorization from Supplier.
5. Lack of shipping and/or certification paperwork.
6. Lack of timely response to Quality complaints, audit finding and/or any task to Quality improvement expectation.

4.10 Supplier Request for Change Approval

No change on the product, process (including production location) or sub-supplier is allowed without written SVI approval. The supplier must send a notification specifying the change to SVI. SVI will then investigate the possibility to implement the change and will inform the supplier when a decision has been taken. A PPAP re-validation of the part and process may be requested if the change is acceptable. IMDS report (International Material Data System)

All components, semi-components and materials delivered which will finally be mounted in personal cars weighting less than 3,500 kg must be entered into the IMDS system. This will be requested in the APQP process and part of PPAP approval process for Automotive parts.

4.11 Special Processes

The Supplier shall only use special process sources that are approved by SVI and/or part verification approval. Any 4M change and lead to quality concerned shall inform SVI prior start production volume. This requirement applies to Suppliers who perform special processing such as cleaning, surface coating, polishing, dipping, rework process on fabricating part or custom made. The Supplier shall also flow-down this requirement to its sub-tier sources.

4.12 Product Traceability

All Suppliers to SVI must have an identification system that distinguishes one lot/batch/part from another when shipping finished product.

Each lot/batch/part of material should be clearly identified on the product (where applicable) according to the part drawing or as agreed if not specified on the drawing, and on the product packaging.

The traceability system must comply with the FIFO (First In – First Out) principles for incoming and outgoing material.

4.13 Tools & Gauges Labeling

All Tools and Gauges, property belonging to SVI on the behalf of Customers, must be properly labeled by the supplier and traceable.

SECTION 5: QUALITY CLAIMS HANDLING

5.1 Counterfeit Parts

Supplier are not allowed to mismark, misidentify or otherwise misrepresented to be an authentic, unmodified Electronic Part from the Original Component Manufacturer or the Original Equipment Manufacturer, or a source with the express written authority of the Original Component Manufacturer or the Original Equipment Manufacturer or current design activity, including an Authorized Aftermarket Manufacturer.

Unlawful or unauthorized substitution includes used Electronic Parts represented as new, or the false identification of grade, serial number, lot number, date code, or performance characteristics.

SVI strictly focus on counterfeit electronic part detection and may result in disapproval of the purchasing and payments. The costs of counterfeit electronic parts or suspect counterfeit electronic parts and the cost of rework or corrective action that may be required to remedy the use or inclusion of such parts.

5.2 Action & Improvements

Suppliers must focus on prevention rather than detection to provide SVI with zero defect or DPPM agreement. The supplier must actively participate in mistake-proofing applications and SPC methods as a proactive approach in achieving high Cpk values and the associated reduction in variation.

SVI prefer our suppliers to engage in continual improvement when we send corrective actions resulting from audits or defective product shipped to us.

5.3 8D Problem Solving Method

Suppliers shall have a corrective action system in place utilizing an 8D or equivalent problem-solving tool to determine the root cause of non-conforming quality or delivery issues. The output of this corrective action system is the determination of the true root cause of the non-conformance and a plan and/or actions to eliminate the issue moving forward.

Upon identifying the need for a corrective action SVI Systems will provide the Preferred Supplier Corrective Action form to be completed by the supplier. This form will detail the containment, short term action, root cause identification and long-term corrective actions.

An immediate response will be required within 24 Hours business day and containment action plan will be within 3 working days for the non-conforming material disposition. A formal corrective action response will be required within two weeks, outlining the root cause, long-term corrective actions and verification of those corrective actions. Long term Corrective

Actions shall be implemented within 30 working days unless agreed upon with SVI Supplier Quality Manager. If the identified actions are determined to take longer than 30 Working days, the supplier is required to notify SVI Supplier Quality Manager for an approved extension. Proof of corrective actions implementation is required through the submission of documentation supporting the corrective actions.

5.4 Failure Analysis Requirements

Supplier is responsible to perform failures analysis to identify the root cause.

SECTION 6: REGULATORY COMPLIANCE

6.1 REACH Compliance

Suppliers shall comply with the following REACH requirement as per latest update revision.

One of the requirements of REACH is that manufacturers and importers have a duty to register, for each legal entity, substances on their own, or in preparations that they produce or import in quantities over 1 ton per year (per manufacturer/importer), unless the substance is exempt from registration. Registration requirements also apply to substance(s) intentionally released from articles under certain conditions, in which case the article producer/importer is responsible for the registration.

6.2 RoHS compliance

RoHS restricts the use of the following 10 substances;

- Lead (Pb)
- Mercury (Hg)
- Cadmium (Cd)
- Hexavalent chromium (Cr6+)
- Polybrominated biphenyls (PBB)
- Polybrominated diphenyl ether (PBDE)
- Bis(2-ethylhexyl) phthalate (DEHP)
- Butyl benzyl phthalate (BBP)
- Dibutyl phthalate (DBP)
- Diisobutyl phthalate (DIBP)

Customers supplying materials that contain Hazardous Substances restricted in RoHS must identify the material as containing a hazardous substance(s) and notify SVI regarding handling and safety precautions.

6.3 Conflict of Minerals

SVI policy to prohibit the use of “Conflict Minerals”. Suppliers when applicable will be asked to certify that their products (i.e. raw materials, tooling, plating etc.) are free of conflict Minerals.

Conflict minerals are minerals mined in conditions of armed conflict and human rights abuses, mostly in the eastern provinces of the Democratic Republic of the Congo, by the Congolese National Army, and various armed rebel groups, including the Democratic Forces for the Liberation of Rwanda (FDLR) and the National Congress for the Defense of the People (CNDP), a proxy Rwandan militia group. The profits from the sale of these minerals finance continued fighting in the Second Congo War, and control of lucrative mines becomes a focus of the fighting as well. The minerals are Tin (cassiterite), Tungsten (wolframite), Tantalum (coltan), and Gold. These are sometimes referred to as "the 3T's and gold", 3TG, or even simply the "3T's".

6.4 Material Safety (UL/CSA/ETL)

Suppliers shall identify product safety label as required according to material description or drawing on packaging AND/OR certificate to make sure that they meet the standards.

6.5 Material Safety Data sheet (SDS)

The supplier will provide a Material Safety Data Sheet (SDS) to SVI receiving any Hazardous Material or parts/components containing Hazardous Materials. All material classified as hazardous by local, state or central government regulations will be identified, documented, handled, packaged, and shipped as required by applicable laws, rules and regulations.

6.6 Certificate of Compliance and Analysis (COC/COA)

The supplier shall provide evidence of material, Certificate of Compliance (COC), Certificate of Analysis (COA) with each lot/batch or shipment to SVI.

It should be emailed to SVI representative (SVI Purchasing/SVI Supplier Quality) prior to the material arrival.

SECTION 7: PACKAGING, LABELING AND HANDING

7.1 General requirement

The supplier shall package, label and ship products to prevent products damage in shipping, handling and storage condition. The shipping label must be able to trace back to supplier production and quality record as call traceability proposal.

7.2 Special Labeling of Shipments

The supplier shall package, label and ship products according to the agreed packaging instruction and shipping method or any other as specified.

7.3 Material Shelf Life Control

Material certifications that include a date of manufacture, expiration or use by date must have that same date of manufacture, expiration or use by date marked on the body or label of the material packaging. Material shipped to SVI shall have no less than 75 percent of its useable shelf life remaining.

7.4 Electro Static Discharge (ESD) Requirements

Suppliers shall support ESD sensitive devices protection for Electronics component to avoid Electrostatic Discharge (ESD) in compliance with the requirements of MIL-STD-1686 or equivalent must be clearly marked with the ESD caution symbol.

7.5 Moisture Sensitive Device (MSD) Requirements

The MSL (Moisture Sensitive Level) is an electronic standard for the time period in which a moisture sensitive device can be exposed to ambient room conditions in compliance with **IPC/JEDEC J-STD-033**. Moisture sensitivity level relates to the packaging and handling precautions for some semiconductors.

The bag seal date printed on caution or bar code label should be identified on MSDs packed outside. The shelf life of a standard MSDs packed is approximately 12 months from its seal date.

SECTION 8: COMPLIANCE AGREEMENT

8.1 NDA

Supplier shall sign NDA contract which the parties agree not to disclose information covered by the agreement. An NDA creates a confidential relationship between SVI and supplier, typically to protect any type of confidential and proprietary information or trade secrets.

8.2 Purchasing Agreement

Supplier shall sign the Purchasing agreement in order to do the business with SVI. In any cases that related to quality, SVI require the supplier to reimburse SVI for the cumulative costs and expenses of the warranty claims, including the costs and expenses of investigating and identifying the root cause of the warranty claims

including any internal and/or external testing costs incurred to identify the root cause as defined in the supplier contract or agreement.

8.3 Supplier Quality Agreement (PCB)

PCB suppliers shall sign Strategic PCBs Quality Agreement created by SVI. The specification covers the quality requirements and processes necessary for the printed circuit board fabrication of rigid printed boards (PCBs). In case of conflicts or any other, the PCB supplier shall request further clarification in writing from SVI.

8.4 Supplier Code of Conduct

Supplier shall sign SVI Supplier Code of Conduct document which defined minimum principles to ETHICS, LABOR and ENVIRONMENT. We expect all of our suppliers to adhere to similar principles and replicate them throughout their supply chain. Wherever our suppliers operate and carry out their activities they must comply with all applicable laws, regulations and our contractual obligations.

8.5 Exclusion

Not applicable for the catalogue component supplier or distributor.

_____ (Supplier Name) acknowledges receipt of SVI Supplier Quality Manual Rev.A and agrees to comply with all applicable sections and terms of the manual unless specifically agreed in writing.

_____ (Authorized Signature)

_____ (Name)

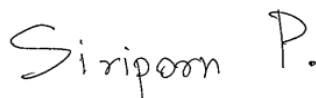
_____ (Title)

_____ (Date)

Note: Please print this page and return it to the Authorized Contact Person at SVI Global Supply Chain.



Dr. Raymond Ramiah
VP of Corporate Quality Management



Siriporn Pakdee
Sr. Director Sourcing and Purchasing



Thomas Pototschnik
Head of Quality Management & Sustainability



<https://www.svi-hq.com/>

SVI Headquarters – Thailand

Location: 141-142 Moo 5, Bangkadi
Industrial Park, Tiwanon Road, Bangkadi,
Pathumthani 12000, Thailand
Tel. + 66 2 105 0456

SVI Slovakia s.r.o.

Vysné Fabriky 739
SK-033 01 Liptovsky Hrádok
Slovakia
Tel: +421 44 5202 512

SVI Austria GmbH

Frauentaler Strasse 100
A-8530 Deutschlandsberg
Austria
Tel +43 3462 6800-0

SVI (AEC) Company Limited

Royal Group Phnom Penh Special Economic
Zone, National Road No.4, Lot No. P2-
063,064, Phum Phleung Chhes Rotes Lech,
Sangkat Phleung Ches Rotes, Khan Kambol,
Phnom Penh, Cambodia
Tel + 855 2393 4777